

# End of Genesys Support for T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath 4000

**End of Support T-Server for Broadsoft Broadworks, Nortel  
Communication Server 2000/2100 and Unify OS4000/  
Siemens HiPath 4000 Announcement  
November 30<sup>th</sup>, 2021**

# End of Support T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath 4000 Announcement

Last Updated: [November 15<sup>th</sup>, 2021](#)

## Overview

As of [November 30<sup>th</sup>, 2021](#), Genesys announces the End of Support for T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath.

Genesys Products	Release
T-Server for Broadsoft Broadworks	All Versions
T-Server for Nortel Communication Server 2000/2100	All Versions
T-Server for Unify OS4000/ Siemens HiPath 4000	All Versions

End of Life Announcement Date	November 30 <sup>th</sup> , 2021
End of Support Date	December 31 <sup>st</sup> , 2023

## Details

This is a notice to all customers and partners that Genesys will stop supporting **T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath 4000**, effective from **December 31<sup>st</sup>, 2023**. This means that if an issue arises after this date with any existing Genesys software version that relates to **T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath 4000**, Genesys will recommend that the customer migrate to **Genesys MultiCloud CX**, **Genesys SIP Solution** or a **Genesys Supported T-Server**

## Major Versions

Genesys versions that are affected by this T-Server EOS announcement:

### T-Server for Broadsoft Broadworks

#### Versions of Genesys products affected

All Versions

### T-Server for Nortel Communication Server 2000/2100

#### Versions of Genesys products affected

All Versions

### T-Server for Unify OS4000/ Siemens HiPath 4000

#### Versions of Genesys products affected

All Versions

## Supplemental Information

Migration path: Customers using **T-Server for Broadsoft Broadworks, Nortel Communication Server 2000/2100 and Unify OS4000/ Siemens HiPath 4000** should migrate to **Genesys MultiCloud CX, Genesys SIP Solution** or another supported **T-Server** before Genesys ends support on **December 31<sup>st</sup>, 2023**.

## Related Documents

- TServer Product Guide:  
<https://docs.genesys.com/Documentation/System/latest/SMI/SwitchSupport>
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

## Frequently Asked Questions

### Are customers entitled to any supported T-Server as a replacement for EOL/EOS T-Servers?

- Yes. Customers are entitled (at no cost) to use any of the supported Genesys T-Servers. Customers migrating to a Genesys SIP solution will incur additional costs.

### What if I need help or have questions?

- If you need help or have questions about this migration, reach out to your Customer Success Manager (Genesys Advisor) or contact Genesys Customer Care (My Support).

## Definitions

### **End of Life Announcement Date**

This is a general announcement for end of support.

### **End of Support Date**

From this date, all Genesys Maintenance and Support obligations will be ceased.

## About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service<sup>SM</sup>, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

## Products

- Genesys Cloud CX
- Genesys Multicloud CX
- Genesys DX.

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